CWW Implementation Guide

This CWW Implementation Guide is meant to help you, as an agency director, manager, or supervisor, prepare your staff and help facilitate a smooth transition to CWW.

Administrators Memo 05-02, Implementation of CARES Worker Web, introduced CWW and outlined the impact on agency administration. This implementation guide is a short compilation of different best practices and approaches that pilot agencies have used to move their staff to CWW. It provides a variety of items including computer requirements, training and transition benchmarks, and state support that you may find useful. Utilizing the information in this guide may help you identify problem areas before they become an issue for your agency.

With a little bit of planning and good communication your agency can experience a smooth and successful transition to CWW.

This guide is divided into the following sections and contains important information, suggested approaches and best practices for the implementation of CWW:

- CWW Rollout Calendars
- Preparation Month
- Training Period
- Transition Preparation

CWW Rollout Calendars

For your agency to be successful, it is important that you understand the key time frames involved in the CWW rollout for your agency. The calendars attached show the important CWW dates for your region.

Attachment 1 – Western Region Rollout Timeline
Attachment 2 – Northern Region Rollout Timeline
Attachment 3 – Eastern Region Rollout Timeline
Attachment 4 – Southeastern Region Rollout Timeline

Preparation Month

The Preparation month allows you to take the necessary steps upfront to ensure that your staff will have limited network and computer problems related to CWW.

Suggested Approaches and Best Practices

Network and Computers
Consider having a planning meeting with your agency Information Technology (IT) staff to discuss the CWW computer requirements:

- ✓ Staff computers must have:
  - Internet Explorer 5.5 or higher
  - Adobe Acrobat 5.0 or higher
  - Java-script enabled
  - Suggested minimum of 256MB RAM (i.e. memory) and 1 GHZ Pentium-compatible CPU
  - Monitor resolutions set to 1024 x 768
  - Authorware and other distance learning tools. (Note: it is critical that all staff have the current version of Authorware in order to successfully access the CWW assessment. If Authorware is not installed or if it is not the right version, the assessment may register an incorrect failure result. To ensure that the right version of Authorware is installed (as well as other players and plug-ins needed for CWW training) see the PTS Training website page for Distance Learning Tools.

    IT staff need to determine whether the above specifications are sufficient to support the workers' daily activities.

- ✓ Visit the CWW Diagnostic Test Page to diagnose how your staffs' computers and agency's network will perform with CWW-like pages and functionality.

- ✓ The PTS Learning Center and materials should be accessed to determine if the documents and related movies load properly and are viewable for all staff.   (Note: most staff will not have access to the CWW materials in the PTS Learning Center until the training month. Those who were given access at the kickoff events in the spring have access in the preparation month.)

State Support
Counties can take advantage of the State's consolidated purchasing agreement to purchase State standard PCs. The State standard cost for one Windows 2000 PC is $648.75 and has 512 MB of RAM, and a Pentium IV, 3 GHz CPU. For more information contact Lyman Fuson.

Resources
For other technical questions, email Bob Martin, or refer to Administrators Memo 05-01, which contains IT information and outlines the specific computer requirements for CWW.

Operational Considerations
New CWW features will allow more flexibility in operational processes, especially in Client Registration.

- CWW now allows Client Registration and ESS staff to record new program requests on cases that are already in an open/ongoing mode. Client registration staff must record separate filing dates for each program the customer requests.

- CWW now allows case comments to be entered by the Client Registration worker.

The CWW learning curve may require operational considerations:

- During the Training Period, each staff member will need approximately 6-12 hours of dedicated time to complete the training and to take the assessment. You will need to adjust your agency's client appointment schedules to accommodate this training time.

- During the Transition Period, intakes and reviews may initially take longer to complete until workers gain more experience using CWW. If possible, consider allotting extra time for client appointments.

Staff Orientation and Awareness
Staff should understand the key time frames and expectations involved in the CWW rollout for your agency. You may want to distribute a copy of the Rollout calendar for your region attached to this document.

In addition, encourage staff to visit the CWW Information and Feedback Website. This site has a wealth of information, screen prints, and updates about the CWW effort. It is a good starting point for someone to get familiar with CWW.

State Support
A Wisline Web conference will be hosted for all agencies in your region, providing more information about the rollout and what to expect as you move closer to your Training and CWW "Go Live" dates. The presentations used at these events are available for viewing on the CWW Information and Feedback Website.

Training Month

The CWW training materials, developed by the State, with advisory input from local agencies, use an interactive distance-based approach that will allow workers to gradually use CWW while learning about its new functionality. Your agency should come up with a training approach that best fits the resources and needs of your staff, with the training materials supplied by the State.

Suggested Approaches and Best Practices

- Make sure workers are aware of the Systems Gateway page. This page allows easy access to the CWW Training Environment and to the PTS Learning Center for workers to access the necessary training. The CWW Training FAQ's noted on the PTS Learning Center site also contain a tremendous amount of ongoing useful information.

- You may want to conduct an orientation session with staff so they know your agency's training approach, when to do their training and when it should be completed, and who or where to turn with questions or issues.

- Establish frequent communication and feedback to help workers be successful.

- Ensure workers understand they can use an "open book" approach when taking the assessment. This means that while taking the assessment, they can be logged into the CWW training environment and use it as a tool. Since the training materials and the assessment are both in the PTS Learning Center, they cannot be opened at the same time because the PTS Learning Center only allows one login at a time.

- Make sure workers know that a review lab is required in the event that their training assessment score is not 80% or better after two (2) attempts.

- Identify 1 or 2 key people who are comfortable with the training materials and CWW to become experts or specialists. They can help other staff with questions.

- Set up "brown bag" lunches or use designated staff meeting time to discuss questions and issues people are having with CWW training. If a projector and computer are available, have the Training Environment up to conduct demonstrations.

- Allow staff to do mock interviews, mail-in applications, and reviews in the CWW Training Environment to get comfortable with using CWW.

- Make certain staff know that the CWW Training Environment is available the same hours as the CARES Production environment, that it can be used to practice running cases, and that it is entirely separate from CARES and CWW Production Environments. Actions taken in one will not affect the other

- Inform staff that pilot counties identified the following key concepts as challenging so consider allowing extra time when completing these sections of the training:

  - Dynamic Lists (Dynalist)
  - Relevance Concept and Screens
  - Page Record and History Navigator
  - Absent Parent Pages

- Encourage staff to use the CWW Help functionality. Some key pages in System Help that are particularly useful include:

  - ➢ "How to Use CWW" folder → Icon / Button Overview
  - ➢ "How to Use CWW" folder → Mainframe-To-Web mapping

State Support

Training Progress Report
This report will be published and distributed via email every (2nd and 4th Monday of the Training and Transition months.) This report will tell you the progress towards the completion of training for each person in your agency and will be sent to your CARES Coordinator and PTS Learning Center designated contact. It will be available throughout the Training and Transition months

Assessment Completion Status Report
This report will be published and distributed via email every (2nd and 4th Monday of the Training and Transition months.) This report will tell you who has passed, failed, or not taken the assessment in your agency and will be sent to your CARES Coordinator and PTS Learning Center designated contact. It will be available throughout the Training and Transition months

IM Training Support – (608) 261-6378, Option 2
The IM Training Support staff will answer your questions about accessing online training materials, using the CWW Training Environment, or other PTS Learning Center issues.

Pre "Go Live" Check-In Conference Call
A conference call will be held to discuss the progress and status of CWW implementation and training in the agencies in the rollout region. This event is NOT mandatory; however we encourage someone from each agency to attend. Participants will hear important updates from the state about the progress of the CWW implementation, as well as, be able to ask questions about experiences so far. This event is your chance to ask questions and get issues resolved prior to your region's "Go Live" date.

Training Benchmarks

Suggested benchmarks to ensure that as many staff as possible have completed the training and passed the assessment prior to the go-live date and the mandatory transition date, are as follows.

Training Week	% of Staff who have passed the assessment
2	10%
4 (Go-live date)	50%
Mandatory Transition Date	100%

Transition Period

A little over one month has been allotted for workers to manually transition cases from CARES Mainframe to CWW at their own pace as they become comfortable using CWW.

At the end of the transition period, a one-time, mandatory transition process will run and transition **all** cases (open and closed) that have not already been transitioned. Staff should gradually start to perform Client Registration and Application Entry activities in CWW before the mandatory transition date.

> **Note:** Workers will still be able to enter new RFAs on the CARES mainframe until the mandatory transition date. After this date, they will have to enter all new RFAs in CWW, and initiate intake on all RFAs in CWW. They will be able to complete existing RFAs in CARES.

Suggested Approaches and Best Practices

- Staff should know your agency's transition "Go Live", and mandatory transition dates.

- Communicate expectations to workers relating to transitioning cases to CWW (i.e., how many to transition, what types to transition, in what order to transition, etc.).

- Monitor worker's use of CWW and the number of cases being transitioned to meet established benchmarks.

State Support

State / Agency Check-In Call
The State will contact agencies individually, after the mandatory transition, to ensure that your agency is ready for the mandatory transition to CWW and answer questions as necessary.

Case Transition Benchmarks

A steady progression of case transitions during the transition period will ensure that more and more daily activities involve using CWW. This will help staff become more comfortable with CWW prior to the Mandatory Transition date.

Transition Week	% of Cases Transitioned to CWW
2	12%
4	25%
6	+35%
At Mandatory transition date	+35%